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27 SEP 1972

MEMORANDUM FOR: Deputy Director for Intelligence

SUBJECT : The Inspector General's Survey of the
Central Reference Service

1. I have reviewed the principal findings of the Inspector General in his report of survey of CRS and your response to the recommendations contained in the report.
2. I am gratified to note that the Inspector General concludes that the Agency has a valuable asset in CRS and that it is well managed and organized to perform its mission. I am especially pleased over the fact that CRS has managed to improve the quality of its services and production during a period in which it underwent a major reduction in its work force.
3. I am satisfied with the actions you have taken or intend to take in response to the survey, consider the survey of CRS to be finished, and see no need for any further reporting from either you or the Inspector General.

Richard Helms

Richard Helms
Director

cc: Inspector General

OIG js (30 August 1972)

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Executive Director

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10 AUG 1972

MEMORANDUM FOR: Executive Director-Comptroller

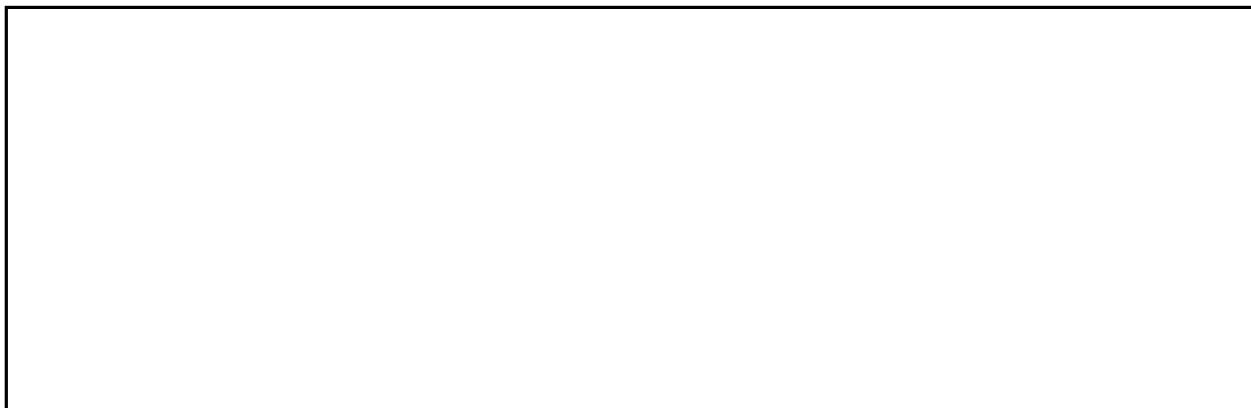
SUBJECT: IG Survey of the Central Reference Service

1. I have reviewed the comments of the DD/I to the referenced survey. The response is positive and constructive. I believe that the total survey process including the constant oral feedback to the Director of Central Reference Service has been very fruitful.

2. There are two areas wherein our reaction does not coincide with the general thrust of the DD/I's comments. He is concerned that you, and other readers of the survey, may not fully appreciate the marked improvements in the management of the Central Reference Service. We were indeed impressed with the quality of the CRS management and note it at several points throughout the survey but we call to your attention a quote on page 20 of the survey:

"4. On the whole, we found a well motivated and generally enthusiastic group of employees in CRS. Employee qualifications are well tailored to their duties, and there is a sincere dedication to service throughout the organization. It is our conclusion that the Agency has a worthwhile asset in the Central Reference Service; that there is a realistic role to be served by it; and that it is well staffed, organized, and managed to perform its mission."

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